

December 22, 1998

For more information, contact:

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PSC SCHEDULES HEARING ON CONSUMER PROTECTION RULES FOR RESTRUCTURED ELECTRIC AND NATURAL GAS UTILITIES

The state Public Service Commission will hold a hearing in Helena on Thursday, January 7, to obtain comments on its proposed consumer protection and information rules for restructured electric and natural gas utilities.

The hearing will begin at 9 a.m. in the PSC's Bollinger Room, 1701 Prospect Avenue.

The proposed rules address these topics:

- requirements for verifying customers' choices of supplier and investigating unauthorized supplier switches;
- service contracts between customers and suppliers;
- supplier termination of a customer's service contract due to nonpayment;
- billing;
- default supplier that would be obligated to provide electricity or natural gas supply service to customers whose service with another supplier has been terminated, or to customers who have not yet selected a supplier;
- service disconnection;
- complaint procedures; and
- marketing claims by suppliers.

The proposed rules are available on the PSC's Internet web site at www.psc.state.mt.us, or may be obtained by calling Denise Peterson at the PSC at 406-444-6377. Interested persons may submit written comments no later than January 5 to: Denise Peterson, Re: L-98.10.5-RUL, PSC, P.O. Box 202601, Helena, MT 59620-2601.

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